



City of Alcoa Utilities
PO Box 610
Alcoa, TN 37701-0610

A	Location Number	123-4567-89
B	Net Amount Due Now	144.71
C	Current Charges Past Due After	8/25/2004
D	Late Fee On Current Charges	7.24
E	Total Amount Due If Paid Late	151.95

F Somebody
Something Street
Anywhere, USA 12345

City of Alcoa Utilities
PO Box 610
Alcoa, TN 37701-0610

Please return top portion with payment

G	Location Number	123-4567-89
H	Service Address	Something Street
	Service Period	6/30/2004 8/02/2004



City of Alcoa Utilities
PO Box 610 – Alcoa, TN 37701-0610
Phone: 865 380-4700 - Fax: 865 380-4723
www.cityofalcoa.com

I	Service	Meter Number	Rate Code	Present Reading	Previous Reading	Multiplier	Amount Used	Charges
	ELECTRIC	009876543	001	86,022	83,828	1.000	2,194	144.71
	To Be Paid from Bank Acct 8/25/2004		J					

K	Previous Amount Due	Payments	Charges	Adjustments	Balance Forward	Current Charges	Net Amount Due
	127.29	127.29	0.00	0.00	0.00	144.71	144.71

Office Hours Monday-Friday 8:00 AM to 4:30 PM

L

M Compare Your Usage

Period	Days	Elect kWh Used	Daily Average kWh	Water Gals Used	Daily Average Gallons
Current	29	2194	76	0	0
Last Month	35	1916	55	0	0
Year Ago					

How to Read Your Bill

These definitions will help you read your Alcoa utility bill and understand the meaning behind the information within it. If you have any questions regarding your bill, please call 380-4700.

A Account / Location Number

Your account number is used for billing purposes. Please use this number when contacting the City of Alcoa to discuss any billing problems.

B Net Amount to be Paid

This is determined by the number of kilowatt-hours of electricity consumed, multiplied by Alcoa Electric's current rate, plus the maximum demand times the demand rate where applicable. It is the cost of the electricity used plus applicable taxes, previous balance, customer service charge and other miscellaneous charges. There is a 15-day period during which it may be paid without a 5 percent penalty.

C Due Date

This is the date your bill must be paid before any penalties are added.

D Applicable Penalties

This is the 5% penalty for payment after the Due Date. If you pay on the Cut-Off Date, (11 days after your due date) you must pay an additional \$15 late fee. And, your service is subject to get cut off on that date.

E Gross Amount to be Paid

This amount is due if the bill is not paid before the penalty date. A five percent penalty is added to the current month's charge.

F Mailing Address

This is the address where your bill will be mailed monthly. If you have a change in mailing address, please call 380-4700.

G Service Address

This is the address where your utility service is setup.

H Service Period

This is the period of time in which your usage is being billed. This is usually the days within previous calendar month, but it can vary depending upon the billing cycle.

I Meter Readings

This section shows what the meter reading was for the Service Period. Your bill amount is calculated based on the Amount Used in the second to last column.

J Special Notes for Your Account

If you are signed up for Bank Draft or are receiving a second or final billing notice, this area will include notes on your specific account.

K Account Summary

This area shows both your previous payments and your current charges.

L General Message

This box includes information on City of Alcoa Utility services, community activities the city participates, and other general information.

M Compare Your Usage

The usage comparison chart allows you to view the current, last month, and last year's consumption for water and electric as well as the daily average for each. This chart can be used as a reference tool to see if your consumption increases or decreases and to see if any action needs to be taken to improve your consumption.
